

Summary of TennCare Independent Review Requests 2020

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| <u>1st Quarter Total:</u> | <u>26</u> |
| <u>2nd Quarter Total:</u> | <u>35</u> |
| <u>3rd Quarter Total:</u> | <u>39</u> |
| <u>YTD Total:</u> | <u>100</u> |

Amerigroup TN 1st Qtr Total – 9

Denial Upheld: 3
Partial: 2
Settled for Provider: 4

AGP 2020 Total: 36

Amerigroup TN 2nd Qtr Total – 18

Denial Reversed: 3
Denial Upheld: 6
Ineligible: 3
Partial: 1
Settled for MCC/Provider: 1
Settled for Provider: 4

Amerigroup TN 3rd Qtr Total – 9

Denial Reversed: 1
Denial Upheld: 2
Ineligible: 3
Partial: 1
Pending: 1
Settled for Provider: 1

UnitedHealthcare Plan of the River Valley 1st Qtr Total – 11

Denial Reversed: 1
Denial Upheld: 3
Ineligible: 3
Partial: 1
Refer for Medical Assistance: 1
Settled for Provider: 2

UPRV 2020 Total: 27

UnitedHealthcare Plan of the River Valley 2nd Qtr Total – 7

Denial Upheld: 3
Partial: 1
Settled for Provider: 2
Under \$750.00: 1

UnitedHealthcare Plan of the River Valley 3rd Qtr Total – 9

Denial Upheld: 1
Ineligible: 1
Pending: 2

Refer for Medical Assistance: 2

Settled for Provider: 3

UnitedHealthcare Plan of the River Valley Medical Advantage SNP 3rd Qtr Total – 1*

Ineligible: 1*

Volunteer State Health Plan 1st Qtr Total – 6

VSHP 2020 Total: 36

Denial Reversed: 4

Partial: 1

Refer for Medical Assistance: 1

Volunteer State Health Plan 2nd Qtr Total – 10

Denial Reversed: 1

Denial Upheld: 2

Pending: 2

Partial: 1

Refer for Medical Assistance: 1

Settled for Provider: 3

Volunteer State Health Plan 3rd Qtr Total – 20

Denial Upheld: 6

Ineligible: 1

Partial: 4

Pending: 3

Refer for Medical Assistance: 2

Settled for Provider: 4

Provider Types Submitting Independent Review Requests in 1st Quarter 2020:

Hospital: 19

Physician: 3

Transportation 4

Provider Types Submitting Independent Review Requests in 2nd Quarter 2020:

Hospital: 30

Physician: 4

Transportation 1

Provider Types Submitting Independent Review Requests in 3rd Quarter 2020:

CMHC: 1

Hospital: 34

Nursing Facility: 3

Physician: 1

* Independent Review of claims disputes is only available for TennCare Program services.